

ALL DONE? TIME TO HIRE A HAULER



Now that you've gathered all of the information you need it's time to start talking to the haulers.

Haulers can provide data and updates that are crucial to monitoring the success of your new waste management strategy; so be sure to find one that can not only pick-up your waste but one who is willing to work with you to provide the best service.



Contact your local municipality or check out recyclinghotline.ca or lovetorecycle.ca for hauler services in your area.

Top questions to ask haulers

About the Company

- ❓ How long have you been in business?
- ❓ May I see a sample of your standard contract?
- ❓ Are there any service cancellation requirements?
- ❓ Is there an automatic renewal clause in your contract?

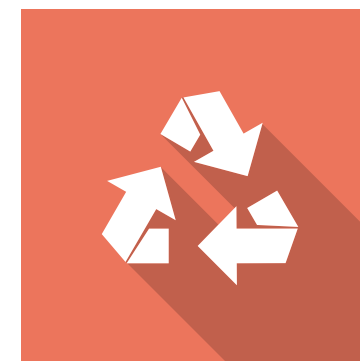
About the Pick-Up Service

- ❓ What materials do you collect?
- ❓ Do you collect any other miscellaneous materials (i.e. household hazardous waste, scrap metal etc.)?
- ❓ Do you offer paper shredding services?
- ❓ Where do you take each waste stream and how is it processed?
- ❓ Can you provide monthly weights of each waste stream collected?
- ❓ Do you accept comingled or source separated recycling? If materials have to be source separated, how do they need to be prepared?

About Additional Services

- ❓ Do you provide inside bins, outside bins and/or compactors? If so, what does it cost and how much storage space is needed?
- ❓ Do you provide a baler for cardboard recycling?
- ❓ Are you able to conduct waste assessments or audits? If so, what is the cost and can you provide a sample report?
- ❓ Do you provide educational materials and signs? If so, what is the cost?
- ❓ Would you provide training to our employees?

Finding The Right Hauler For You



Waste doesn't just go away, it must go somewhere.

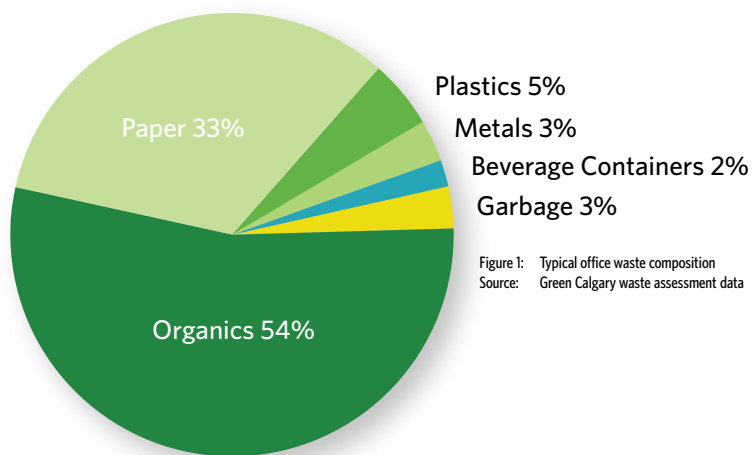
This document will help you through the process of assessing your waste; better understand and identify areas within your current program that may be in need of improvement; and find a hauler that meets your needs.



This brochure was developed by: The Green Calgary Association in consultation with the Alberta Beverage Container Recycling Corporation, The City of Calgary, The City of Red Deer, Edmonton Waste Management Centre of Excellence, Lakeland College, Recycling Council of Alberta, The Town of Cochrane, and Urban Impact Recycling.

1 Understanding your waste

Do you know how much and what kind of material your organization tosses in the landfill? You may be shocked to know just what is going into your garbage (see Fig 1).



To determine the composition and quantity of waste you are producing, consider hiring a professional to perform a **WASTE ASSESSMENT** (some hauling companies and 3rd party consultants offer this service). If you are a smaller business and don't generate a lot of waste, a professional waste assessment may be too costly. To help avoid cost barriers, you may find it worthwhile to do a simplified version of a waste assessment yourself.

WASTE ASSESSMENT: A means of analyzing the waste and recycling produced in a certain time frame (often 24 hrs) to determine composition and quantity. This data is used to determine how much waste is diverted from landfill (diversion rate) and can establish a baseline as well as provide information valuable to making recommendations and decisions about your waste and recycling programs.

2 Look in your waste & recycling bins

- › **What materials are being recycled or landfilled?** Plastic, tin, paper, cardboard, beverage containers, organics, etc.
- › **Are the bins labeled correctly?** Clear and concise signage containing pictures should be placed in full view where they can be easily seen.



- › **Are the bins located in a convenient location and are there enough of each type?** Bins should be placed next to each other to make a sorting station; eliminate stray garbage bins as these act as a catch-all for all materials. These stations should be easily accessible and able to accommodate the amount of waste being produced.
- › **Is there contamination?** When garbage ends up in the paper bin or plastic ends up in the organics bin this results in contamination; if there is too much contamination the hauler is unable to recycle the material and is forced to dispose of it in the landfill. This can also be a hint that perhaps the signage needs to be improved or it's time for a staff refresher course on the three R's

3 Understanding your existing waste management program

In some cases your existing hauler may be able to offer you the additional services you require so it's worth checking with them prior to sending out an RFQ (Request For Quote). Gather as much information as you can from them to get an idea of what your baseline is. Some haulers can supply your waste/recycling weights and frequency of pick-up for the last 6-12 months; sometimes these are on your monthly invoices. Use the information you have gathered to answer the following questions:

- › **Is there an opportunity to decrease frequency of pick-up?** If you are on scheduled pick-ups you may be paying for bins to be picked up when they are only half full.
- › **Find out how much you are paying monthly for recycling/waste hauling and when your contract expires.** After all you can't hire a new hauler if your existing contract is still in effect.
- › **Calculate an approximate diversion rate that can be used as a rough benchmark statistic.**
 1. Determine your yearly weight of each recycling stream by looking at the data you collected from your hauler. Add these together.
 2. Take the total weight of the recycled material and divide by the total amount of waste produced per year including landfill material.

Example	
Step 1	Step 2
Waste: 37,000 kg/yr	Total Recycled Material - 13,000kg/yr
Paper: 4,000kg/yr	
Plastic: 3,000kg/yr	13,000kg Recycled Material /
Metal: 1,000kg/yr	50,000kg Total Waste = 0.26
Cardboard: 5,000kg yr	-> 26% Diversion rate
+ _____	

- › **How are your waste streams currently dealt with?** What materials are being recycled, who is picking them up and where are they going?
- › **Determine the pros/cons with current system:** What do you like about your current service and what could be changed/improved? Check in with the people who use the programs on a day-to-day basis for feedback including employees at different work stations and levels and your custodial company if you have one.
- › **Are there any unique materials that may be hard to dispose of?** Find out what they might be and how they are being handled currently. Ex. Aerosol cans are classed as Household Hazardous Waste (HHW) and should be disposed of at a facility that accepts HHW.
- › **Is there any way to reduce/reuse some of the materials being thrown out?** Don't forget that the three R's should be treated as a hierarchy. Find ways to REDUCE your overall waste production, if that can't be done consider finding ways to REUSE and lastly if there is no other option RECYCLE.

4 Who is your ideal hauler?

Now that you know your current waste management needs including the composition and quantity of the waste you produce, it's time to find the right hauler for you. There are often a variety of hauling options and not every hauler will suit your specific needs. Some may only pick up waste while others will offer a whole range of services including pick-up of recyclables and organics as well as bin procurement and signage. So before you jump in, ask yourself the following:

- › **What size and how many bins do you need?** Don't forget to take into account how much area is available for them and factor in the room needed for the haulers to safely maneuver the bins during pick-up.
- › **How often do the bins need to be emptied?** Scheduled pick-ups are good when there is a consistent amount of waste but for smaller businesses it might make more sense to call in when a pick-up is needed.

SOURCE SEPARATED VS COMINGLED: Recyclables sorted prior to hauler pick-up (source separated) can often lead to a slightly lower cost as it eliminates additional work by the end processors. However recycling that is not sorted prior to pick-up (co-mingled) can often enhance compliance as it eliminates the responsibility of staff to further sort their waste.

- › **Do you want co-mingled recycling or can you source separate them?** Keep in mind that if you do source separate you may require more room for separate bins.
- › **Do you need a compactor?** These are primarily for larger producers as they are a means of compacting the waste

and or recycling in order to save space and decrease the frequency of pick-up thereby saving on hauling costs. However they don't come cheap and require more room than an average bin so be sure to think it through and determine if the ROI (Return on Investment) is worth it.

- › **Do you know your municipality's rules and regulations on proper disposal of materials?** Not every municipality manages their waste the same. This is because their individual Material Recycling Facilities (MRF) are often designed differently; some are equipped to handle materials such as Styrofoam where others are not. Designated materials differ from site to site as well and so it's worth checking with your municipality's waste and recycling services to ensure you are up-to-date on current local regulations.

DESIGNATED MATERIAL: A material that is diverted from landfill disposal and managed under a stewardship plan. These materials cannot be placed in a landfill; for example, household paint, tires, propane cylinders, etc.



Case Study: Calgary Italian Bakery

Building Size: 44,000 Sq.ft.
 Employees: 75 Full Time
 Hours Of Operation: 24/7

Recycled/Diverted: Wood, metal, paper, cardboard, IT equipment, ink/toner cartridges 20,000kg organics diverted/ month.

Mixed Material Recycling Pick-Up

Before: Waste: 5 days/week = \$1048/mo
 Recycling: 1 day/week = \$100/mo

After: Waste: 1 day/week = \$208/mo
 Recycling: 5 Days/week = \$309/mo

› **COST SAVINGS: \$7572/YEAR**